This listing of claims will replace all prior versions, and listings, of claims in the application:

Claims 1-16, 18-20 and 39-43 (Previously Canceled)

21.   (Previously Presented) An automatic call distribution system, wherein calls are assigned to lines of different communication types, the automatic call distribution system comprising:

a browser database allowing a customer to view web pages;

a plurality of agent computer systems for communicating with a customer; and

a control system for assigning a call to an agent computer system from the plurality of agent computer systems by taking into account which web pages the customer has viewed.

22.   (Previously Presented) The automatic call distribution system of claim 21, further comprising:

a database having records of agent efficiency with respect to two or more communication types; and

the control system including a process for using the database information to assign a call to an agent.

24.   (Previously Presented) The automatic call distribution system of claim 21, further comprising:

a performance tracker for tracking an agent's performance with respect to handling telephone and network calls.

25.   (Original) The automatic call distribution system of claim 24, wherein the performance tracker also takes into account whether the agent had multiple lines allocated to the agent.

26.   (Original) The automatic call distribution system of claim 24, wherein the performance tracker tracks the performance of a team of two or more agents.

27.   (Original) The automatic call distribution system of claim 24, wherein the tracking is performed with respect to specific tasks.

28.   (Canceled) An automatic call distribution system comprising:

a server computer for providing communications between a customer computer and an agent computer, wherein the server computer includes records that keep track of the communications;

a failure handler for placing the agent and customer computers in direct communication upon failure of the server computer; and

a control system for simultaneously assigning a plurality of customers to a single agent through one or more of interfaces upon failure of the server computer, the control system assigning a call to a given agent based upon criteria including the number of available lines allocated to an agent divided by the number of total lines allocated to the given agent.

29.   (Canceled) The automatic call distribution system of claim 28, further comprising:

a database for storing information on communications between the customer computer

and the agent commuter during direct communication between the agent and customer

computers; and

a data synchronizer for using the stored information in the database to update the server

system so that when server computer communications are resumed the server system maintains

continuity of its records.

30.   (Canceled) The automatic call distribution system of claim 28 further comprising:

a transfer system for allowing a first agent to transfer a call to a second agent, wherein a

transfer system provides for transferring information collected during a customer's session with

the first agent, to the second agent.

31.   (Canceled) The automatic call distribution system of claim 28, further

comprising:

a mixed communication interface allowing the agent to transfer information with the

customer through both the telephone and network interfaces during a single session.

32.   (Canceled) The automatic call distribution system of claim 31, wherein the agent

transfers Hyper-Text Markup Language format text embedded within online chat text.

33.   (Canceled) The automatic call distribution system of claim 32, wherein the agent

transfers a Uniform Resource Locator embedded within online chat text.

34. (Canceled) The automatic call distribution system of claim 31, wherein the customer uses a computer and telephone to communicate with an agent, wherein the agent initiates a Web page transmission of information to the customer's computer concurrently with speaking to the customer over the telephone.

35. (Canceled) The automatic call distribution system of claim 28, further comprising:

a shuffling mechanism for assigning agents to telephone interface or the network interface information transfers.

36. (Canceled) The automatic call distribution system of claim 28, wherein an agent operates an agent computer system, wherein the agent computer system includes a processor, storage device, user input device and display, wherein the agent computer system is coupled to the control system, the automatic call distribution system further comprising:

an agent interface providing a control to allow an agent using the interface to specify how many communication lines are allocated to the agent.

37. (Canceled) The automatic call distribution of claim 36, wherein the control includes a button to increase the number of lines allocated to the agent.

38. (Canceled) The automatic call distribution system of claim 36, wherein the control includes a button to decrease the number of lines allocated to the agent.

44.   (Canceled) An agent interface for an agent in a call center, wherein the call center simultaneously assigns a plurality of customers to a single agent, the interface comprising

a first indicator for indicating that a first customer is not waiting for a response from the agent; and

a second indicator for indicating that a second customer is waiting for a response form the agent.

45.   (Canceled) The agent interface of claim 44, wherein the first indicator is a first color and the second indicator is a second color.

46.   (Canceled) The agent interface of claim 45, further comprising

a third indicator for indicating that a customer has been waiting for an agent response for more than a predetermined time period.

47.   (Canceled) The agent interface of claim 44 wherein each indicator for indicating the status of the customer includes a plurality of states, wherein the indicator is in a first state after the customer receives a response from the agent, wherein the indicator is in a second state after the customer sends a communication to the agent, and wherein the indicator is in a third state after a predetermined period of time elapses since the customer has sent a communication to the agent.

48.   (Canceled) The agent interface of claim 47, wherein different colors are used to represent different states of the indicator.

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49.   (Canceled) The agent interface of claim 47, wherein different states are

represented by audible means.

50.   (Canceled) The agent interface of claim 48, wherein the first state is represented

by the color green, wherein the second state is represented by the color yellow, and wherein the

third state is represented by the color red.